



Installation Status Report - Services AAR VTC Logistics

Monday, 30 August 2004



Agenda

- **Administrative Announcements/Welcome**
- **AAR Issues**
 - 23. Ammunition Supply Services
 - 24. Retail Supply
 - 25. Central Issue Facility
 - 26. Asset Management
 - 27. Materiel Support Maintenance
 - 28. Transportation Services
 - 29. Food Services
 - 30. Laundry & Dry Cleaning Services



Service 23. Ammunition Supply Services

- Topics for Discussion

- **Issue #04-3415** - Clear guidance needs to be established regarding responsibilities for Ammunition Supply Services. *Submitted by Ron Knowles (IMA HQ).*
- **Issue #04-3422** - Not clear to SAT where ammunition requirements forecasting and training management is covered. Unclear whether activity is within O&O, but ISR standards imply function is within the service. *Submitted by Ron Knowles (IMA HQ).*

These Issues will be address in the AR currently being staffed.

- **NERO Recommendations to add the following measures:**

- Percentage of unserviceable assets without ACRs and not reported for disposition instructions IAW DA PAM 738-750, Chapter 9.
 - Data element 'a': Total number of assets without ACRs. Data element 'b': Total number of unserviceable assets on official ASP records.
 - Standards: Green = 1% or less, Amber = More than 1% to 2%, Red = More than 2%.
- Inventory Adjustments
 - Data element 'a': Total dollar value for both gains and losses reported on inventory adjustments for the fiscal year. Data element 'b': Total value of on-hand stocks calculated in October of the current fiscal year.
 - Standards: Green = 0% to 5% (gains and losses), Amber = More than 2.5% up to 5% (gains and losses), Red = Greater than 5% (gains and losses)

These PMs will be incorporated into the Implementing Instructions.



Service 23. Ammunition Supply Services

- Resolved Issues - **VTC Concurrence.**
 - New Performance Measures
 - Issue #04-3216 - Recommendation to add PM, "Percentage of inventory accuracy of ammunition and explosives."
 - **HQDA Concurs**
 - Issue #04-3477 - Recommendation to add PM, "Percentage of ammunition lot numbers or serial numbers stored that has DSR cards IAW SB 742 Chapter 11."
 - **HQDA Non-Concur**
 - PM 23-01
 - Issue #04-3212, #04-3527 - Delete measure as it can not be captured by automated means.
 - **HQDA Non-Concur:** Tracking customer support on date requested is important enough to track even if automated means does not exist.
 - Issue #04-3474 - Delete measure as it does not address the effectiveness of the ASP to accomplish its mission.
 - **HQDA Non-Concur:** PM measures if installation supports customer.
 - Issue #04-3563 - PMs do not emphasize the concerns at the installation level.
 - **HQDA Non-Concur**



Service 23. Ammunition Supply Services

- Resolved Issues - **VTC Concurrence.**
 - PM 23-02
 - Issue #04-3213, #04-3475, #04-3528 – Delete Performance Measure.
 - **HQDA Concur**
 - PM 23-03
 - Issue #04-3214 – Data can not be captured in an automated fashion.
 - **OBE. PM to be deleted.**
 - PM 23-04
 - Issue #04-3215 – PM should be modified to include both explosive and structural safety issues.
 - **HQDA Non-Concur:** PM only measures documented safety discrepancies,
 - Issue #04-3476 – Delete PM and replace with "Percentage of corrected safety inspection discrepancies."
 - **HQDA Non-Concur:** PM only measures documented safety discrepancies, not physical security discrepancies.



Service 24. Retail Supply

- Resolved Issues - **VTC Concurrence.**
 - New Performance Measures
 - Issue #04-3229, #04-3490 – Recommendation to add PM, "Demand Fill Rate."
 - **HQDA Concurs**
 - Issue #04-3491 – Recommendation to add PM, "Average Customer Wait Time."
 - **HQDA Concurs**
 - PM 24-01
 - Issue #04-3217, #04-3478 – Put "Hold" on the PM until an automated way to collect the data is developed. Add segment to ILAP RWT Summary to provide data. Measurement should be on the same days structure IAW Table 2-2, DA PAM 710-2-1.
 - OBE: PM 24-01 and 24-02 will be deleted and replaced with "Percentage of receipts process by the receiving section within 24 hours from the time the supplies are received."



Service 24. Retail Supply

- Resolved Issues - **VTC Concurrence.**
 - PM 24-02
 - Issue #04-3218, #04-3479 - Put "Hold" on the PM until an automated way to collect the data is developed. Add segment to ILAP RWT Summary to provide data. Measurement should be on the same days structure IAW Table 2-2, DA PAM 710-2-1.
 - **OBE**: PM 24-01 and 24-02 will be deleted and replaced with "Percentage of receipts process by the receiving section within 24 hours from the time the supplies are received."
 - PM 24-03
 - Issue #04-3219, #04-3480, #04-3529, #04-3530 - Delete PM.
 - **HQDA Concurs**
 - PM 24-04
 - Issue #04-3220, #04-3481 - Delete PM.
 - **HQDA Concurs**



Service 24. Retail Supply

- Resolved Issues - **VTC Concurrence.**
 - PM 24-05
 - Issue #04-3221 - Add segment to ILAP RWT Summary to provide data.
 - **HQDA Non-Concur:** ILAP RWT Summary has no relationship to inventory accuracy.
 - Issue #04-3482 - Update data source.
 - HQDA has updated the data source as follows: SARSS report AJO-180. AR 710-2, 25 Feb 04, Table 1-3.
 - Issue #04-3531 - Update data element 'a' to the following: Number of inventory lines matching the balance reflected on official record.
 - **HQDA Non-Concur**



Service 24. Retail Supply

- Resolved Issues - **VTC Concurrence.**
 - PM 24-06
 - Issue #04-3222 – Add segment to ILAP RWT Summary to provide data.
 - **HQDA Non-Concur:** ILAP RWT Summary has no relationship to inventory accuracy.
 - Issue #04-3365 – Update data element 'a' to the following: Total dollar value of inventory adjustments to the ASL.
 - Inventory adjustment rate is based on inventory adjustments to the Stock Record Account Requisitioning Objective (RO). ISR Service Standards need to be changed from “Requisition Order Dollar Value” to Requisition Objective Dollar Value”.
 - Issue #04-3483 – Update data source.
 - HQDA has updated the data source as follows: SARSS report AJO-180. AR 710-2, 25 Feb 04, Table 1-3.
 - Issue #04-3532 – Update data element 'b' to the following: Total O/H inventory.
 - **HQDA Non-Concur**



Service 24. Retail Supply

- Resolved Issues - **VTC Concurrence.**
 - PM 24-07
 - Issue #04-3223 - Add segment to ILAP RWT Summary to provide data.
 - **HQDA Non-Concur:** ILAP RWT Summary has no relationship to inventory accuracy.
 - Issue #04-3484 - Update data source.
 - HQDA has updated the data source as follows: SARSS report AJO-180. AR 710-2, 25 Feb 04, Table 1-3.
 - PM 24-08
 - Issue #04-3533, #04-3224, #04-3485 - Delete PM.
 - **HQDA Concurs**
 - PM 24-09
 - Issue #04-3225 - Put "Hold" on the PM until an automated way to collect the data is developed.
 - **HQDA Non-Concur.** PM to be deleted.
 - Issue #04-3486 - Modify the PM title to the following: "Retail supply equipment turn-in processing time for CL II, III (package), IV and IX."
 - **HQDA Non-Concur.** PM to be deleted.
 - Issue #04-3534 - Delete PM.
 - **HQDA Concurs**



Service 24. Retail Supply

- Resolved Issues

- PM 24-10

- Issue #04-3226, #04-3487, #04-3535 - Clarify performance measure as follows: "Cumulative number of days from the date of customer's request to the date FDP processed the request for issue or passed to the higher source of supply."
 - **HQDA Concurs - Additionally, ILAP will be sited as data source.**

All DRAFT LOG Performance Measures are posted on the ISR web site.

- PM 24-11

- Issue #04-3227 - Measure should remain as written.
 - **HQDA Concurs**
 - Issue #04-3488 - Update data source.
 - HQDA has updated the data source as follows: SARSS report AJO-180. AR 710-2, 25 Feb 04, Table 1-3.

- PM 24-12

- Issue #04-3026, #04-3228, #04-3489, #04-3536 - Delete PM.
 - **HQDA Concurs**



Service 25. Central Issue Facility

- Topics for Discussion

- Issue #04-3102 (PM 25-03) – PM is geared for predictable population units with known MTOEs. Focus the PM to the reporting units that allow proper measurement.
- Issue #04-3199 (PM 25-03) – Consider a separate standard for Army training centers.

No methodology to rate TRADOC Installations for this PM, therefore they will be directed to rate “N/A”.

- Issue #04-3501, #04-3239, #04-3316, #04-3093 – Move PM 26-05 (*Semi-annual Central Issue Facility (CIF) inventory*) to Service 25. Update frequency to annual inventory per AR 710-2.

VTC Concurrence.



Service 25. Central Issue Facility

- Resolved Issues

- Issue #04-3028 – PM should be revised to measure "CIF related" efforts.
 - **HQDA Non-Concur**: If there is no CIF at an installation, the service should be rated N/A. - **VTC Concurrence**
- Issue #04-3416 – Request clarification on IMA's responsibility with respect to Clothing Initial Issue Points (CIIPs).
 - Service 25 is not a measure of CIIPs. **VTC Concurrence**
- Issue #04-3417 – Capture the activities of DOL Plans and Operations of the DOL as a separate service.
 - **HQDA Concurs** - **HQDA POC states that they do not believe the P&O branch of a DOL can be easily quantified in a PM.**
- Issue #04-3418 – IMA, through Region, facilitates development of standard performance target.
 - **HQDA Concurs** - **VTC Concurrence**



Service 25. Central Issue Facility

- Resolved Issues

- PM 25-01

- Issue #04-3027 – Do not count ceremonial blues in 100% initial fill.
 - **HQDA Concurs:** Data source will be updated with notation to exclude ceremonial blues. - **VTC Concurrence.**
 - Issue #04-3230 – Recommend PM to put on hold until automatic is available to complete data call.
 - An automated inquiry to extract this data can be obtained from the Clothing Service Office. - **Query can be obtained from Luther Smith, Tel: DSN-584-4410. To be included on Data Source.**
 - Issue #04-3272 – Consider centralized funding of CIFs.
 - **HQDA Concurs:** Present proposal for reorganizing CIFs calls for central funding.

- VTC Concurrence**

- Issue #04-3492 – Recommend PM be put on hold and use it separately by DOL to evaluate if soldiers are getting supplies the first time around, as suggested originally, but not discriminate on zero balances as DOL should not resolve Army procurement issues which are outside their control.
 - **HQDA Non-Concur:** Performance measure is considered a fair method in evaluating performance. Not all zero balance issues are related to external production problems. many can be attributed to improper or untimely replenishment. If attributable to external supply problems, it should be annotated on report.

- VTC Concurrence**



Service 25. Central Issue Facility

- Resolved Issues - VTC Concurrence.
 - PM 25-02
 - Issue #04-3231 – IMA/Regions recommend this PM stay as written.
 - **HQDA Concurs**
 - Issue #04-3493 – Title should be changed to CIF Inventory Management. The details of the zero balance and RO should be part of the data elements.
 - **HQDA Concurs**
 - Issue #04-3537 – Recommend data elements a and b be limited to only those items on initial issue menu.
 - **HQDA Non-Concur**
 - Issue #04-3564 – CIFs are retail level, not wholesale. The PMs should be rephrased, taking into consideration the definition of a RO and the nature of a CIF.
 - **HQDA Non-Concur:** AR 710-2 that defines inventory management & supply policy below the Wholesale level defines an RO to be "the maximum quantity of an item authorized to be on hand and on order at any give time". This retail RO is what is carried by a CIF and needs to be loaded in the RO field for each item in the CIF.



Service 25. Central Issue Facility

- Resolved Issues - **VTC Concurrence.**
 - PM 25-03
 - Issue #04-3029, #04-3147, #04-3169, #04-3289, #04-3369, #04-3494 - Correct Formula
 - **OBE.** The formula was corrected during the 2004 Data Collection.
 - Issue #04-3232 - Delete PM
 - **HQDA Non-Concur**
 - Issue #04-3538 - Delete PM
 - **HQDA Non-Concur**
 - PM 25-04
 - Issue #04-3495, #04-3560, #04-3539, #04-3233 - Delete PM
 - **HQDA Concurs**
 - PM 25-05
 - Issue #04-3496, #04-3366, #04-3234, #04-3540 - Delete PM
 - **HQDA Concurs**



Service 26. Asset Management

- Resolved Issues

- PM 26-01

- Issue #04-3235 - Maintain PM as written with modifications to the Data Source.

- **HQDA Concurs - Data Source is 710-2**

- Issue #04-3541, #04-3497 - Change title to “Property Book Reconciliation with Authorization Document”. Clarify data elements to be collected.

SWRO was to submit to HQDA POC a potential change. Awaiting status.

- **HQDA Non-Concur**: Intent is to measure physical inventory.

- Issue #04-3565 - Rephrase measure and change frequency to annual.

- **HQDA Non-Concur**

- PM 26-02 - **VTC Concurrence for the following.**

- Issue #04-3236 - Maintain PM as written.

- **HQDA Concurs**

- Issue #04-3498 - Update data source.

- **HQDA Concurs**: Data source will be updated as follows - Reference: AR 710-2, APPX F, 25 Feb 04; Data Source: DPAS, report DPTK021R.



Service 26. Asset Management

- Resolved Issues – **VTC Concurrence.**
 - PM 26-03
 - Issue #04-3237 – The time frame for inventories of subject CIIC codes need to be included in the data element.
 - **HQDA Concurs:** Data element to be changed to read, "Number of months between inventories for items with CIIC of 8, 9, Q, \$ or Y that were inventoried during the FY".
 - Issue #04-3499 – Update data source.
 - **HQDA Concurs:** Data source will be updated as follows – Reference: AR 710-2, 25 Feb 04, Table 2-2: DA PAM 710-2-1, Para. 9-9; Data Source: DPAS, report DPTK042R.
 - Issue #04-3542; #04-3543 – Combine PM 26-03 and 26-04
 - **HQDA Non-Concur**
 - PM 26-04
 - Issue #04-3500, #04-3238 – The time frame for inventories of subject CIIC codes need to be included in the data element.
 - **HQDA Concurs:** Data element to be changed to read, "Number of months between inventories for items with CIIC of 1-6, P, R or N that were inventoried during the FY".



Service 26. Asset Management

- Resolved Issues
 - PM 26-05 – **VTC Concurrence**
 - Issue #04-3501, #04-3239 – Move PM to Svc. 25.
 - **HQDA Concurs**
 - PM 26-06 – **Mike Wright, IMA LOG, is investigating this further.**
 - Issue #04-3146, #04-3544 – Delete PM
 - **HQDA Non-Concur**
 - Issue #04-3240 – Retain PM as written.
 - **HQDA Concurs**
 - PM 26-07 - **VTC Concurrence**
 - Issue #04-3241, #04-3502 – Update PM to only include Reports of Survey that the Garrison Commander has responsibility.
 - **HQDA Concurs**: PM will be updated to, "Percentage of Garrison Reports of Survey processed within 75 days".



Service 26. Asset Management

- Resolved Issues - **VTC Concurrence.**
 - PM 26-08
 - Issue #04-3545, #04-3503, #04-3242 – Delete PM
 - **HQDA Concurs**
 - PM 26-09
 - Issue #04-3107 – Update data source
 - **OBE - PM Deleted.**
 - Issue #04-3243, #04-3504, #04-3546 – Delete PM
 - **HQDA Concurs**
 - PM 26-10
 - Issue #04-3547, #04-3244, #04-3505, #04-3367 – Delete PM
 - **HQDA Concurs**



Service 27. Materiel Support Maintenance

- Topics for Discussion - HQDA POC Reviewing
 - Issue #04-3509 – Add PM – Annual average days of maintenance backlog.
 - Issue #04-3510 – Add PM – Percentage of annual average manpower utilization rates in maintenance activities.



Service 27. Materiel Support Maintenance

- Resolved Issues - **HQDA POC Reviewing**
 - Issue #04-3088 – Standards for PM 27-01/02 can never be met if supply time is not considered.
 - **HQDA Non-Concur**: The ISR standards is not based on the supply/customer wait time standard for the delivery supply, but is meant to measure turn-around-time.
 - Issue #04-3135 – Remove "tactical/deployable" from PM 27-02/03 definition.
 - **HQDA Non-Concur**
 - Issue #04-3255 – PM 27-02/03 are counting MPD 09 priorities twice.
 - **HQDA Non-Concur**: AR 750-1, Paragraph 3-7, Table 3-1 enables a requesting organization to selection the appropriate MPD depending on the requesting organization's FAD and UND.
 - Issue #04-3271, #04-3444 – Revise standards to reflect more realistic performance.
 - **HQDA Non-Concur**
 - Issue #04-3337 – Create separate PMs for Power Projection Platforms.
 - **HQDA Non-Concur**



Service 27. Materiel Support Maintenance

- Resolved Issues - **HQDA POC Reviewing**
 - Issue #04-3443 - The standards for the National Maintenance program are not realistic. The NMP is based on an annual quantity- not the age of work orders.
 - **HQDA Non-Concur**
 - Issue #04-3506, #04-3507, #04-3508 - Modify PM 27-01 through PM 27-03 to include work days.
 - **HQDA Non-Concur**: Army LOG responds to priorities and only indirectly to Force Designations.
 - Issue #04-3511 - Add PM - Turn Around Time.
 - **HQDA Non-Concur**: Service 27 is itself a turn around time standard that has been adapted to meet the needs of ACSIM.
 - Issue #04-3561 - Conflict between "turn around time" standards and "order ship time" standards in AR 750-1.
 - **HQDA Non-Concur**
 - Issue #04-3566 - Standards will never be met without additional resources.
 - **HQDA Concurs**: Intent of PMs is to realize quality effects on funding shortfalls.



Service 28. Transportation Services

- Topics for Discussion

- Issue #04-3030 – Clarify data being captured. The number of NTV requests filled is based on the number of Forms 580 submitted, not the overall vehicles requests on the form.

HQDA POC to clarify

HQDA POC does not concur for the following:

- Issue #04-3330, #04-3519, #04-3552 – Delete PM 28-10.
- Issue #04-3521 – Add PM – Percentage of NTVs not meeting HQDA NTV utilization standards.
- Issue #04-3548 – Delete PM 28-03.



Service 28. Transportation Services

- Resolved Issues

- PM 28-01

- Issue #04-3273 – Freight Office has not control over when outbound cargo is picked up. Recommend changing data element to read, "Number of Outbound Cargo shipments scheduled for pickup to meet Desired Delivery Date."

- **HQDA Non-Concur**

- VTC Concurrence.**

- Issue #04-3310 – Data element minimums were too low.
 - HQDA will review minimums/maximums to ensure they are within acceptable limits.

- ISR Service Team is reviewing for appropriate min/max.**

- PM 28-02

- Issue #04-3512 – Modify the standards.
 - **HQDA Non-Concur.** A percentage will not provide the necessary data needed for policy changes and PCS requirements.
 - PM 28-02 will be rated 'N/A' for the 2005 Data Collection.

- VTC Concurrence.**



Service 28. Transportation Services

- Resolved Issues - **VTC Concurrence.**
 - PM 28-02
 - Issue #04-3275 - PMs 28-02, 28-05 and 28-06 do not pertain to PPPOs. Recommend a PM be developed that includes the number of shipment applications processed.
 - **HQDA Non-Concur**
 - PM 28-04
 - Issue #04-3274 - Recommend PM that covers timeliness and accuracy of DELs submitted.
 - **HQDA Concurs.**
 - Issue #04-3513 - Update data element 'a' as follows: Number of unit moves that met required timeframes (available to load date).
 - **HQDA Concurs.**



Service 28. Transportation Services

- Resolved Issues - **POC Maintains position on these Issues.**
 - PM 28-05 -
 - Issue #04-3282 - Recommend storage for OCONUS personnel be excluded.
 - **HQDA Non-Concur**
 - Issue #04-3514 - Recommend modifying the data elements - deleting "six years" and "commercial accounts" and replacing with "one year" and "member's expense."
 - **HQDA Non-Concur** with this recommendation. Data element 'b' will be updated to include "under home of selection orders."
 - Issue #04-3549 - Delete PM.
 - **HQDA Non-Concur**
 - PM 28-06
 - Issue #04-3515- Recommend modifying the data elements - deleting "not converted to commercial accounts."
 - **HQDA Non-Concur** with this recommendation. Data element 'b' will be updated to include "under separation orders."
 - Issue #04-3550 - Delete PM.
 - **HQDA Non-Concur**



Service 28. Transportation Services

- Resolved Issues

- PM 28-07 - **VTC Concurrence**

- Issue #04-3516, #04-3551 - Delete PM.

- **HQDA Concurs**

- PM 28-08 -

- Issue #04-3105, #04-3139 - Redefine data element 'a.'

- **HQDA Concurs**: Data element 'a' will read as follows: Number of invoices/statements of centrally billed accounts for commercial travel office reviewed and forwarded to designated paying office within allotted 15 days.

- VTC Concurrence**

- Issue #04-3276 - PM should be amended to include PowerTrack

- **HQDA Non-Concur -**

- Investigating possibility of adding a separate PM with HQDA POC. - Will not be added for the upcoming data collection.**

- Issue #04-3517 - Modify standards and redefine data element 'a.'

- **HQDA Concurs** with data element change.

- **HQDA Non-Concur** with standard change.

- VTC Concurrence**



Service 28. Transportation Services

- Resolved Issues

- PM 28-09 - **VTC Concurrence**

- Issue #04-3256 - PM should be amended to include PowerTrack

- **HQDA Non-Concur**

- Issue #04-3277 - Delete PM

- **HQDA Non-Concur**

- Issue #04-3518 - Change 'centrally billed' to 'PowerTrack' and modify standards.

- **HQDA Non-Concur**

- PM 28-11

- Issue #04-3553 - Delete PM.

- **HQDA Non-Concur**

- NERO Recommendation - Update data element 'a' (and PM description) to include '2 hours from shipment departure.'

HQDA POC investigating to clarify.



Service 28. Transportation Services

- Resolved Issues – VTC Concurrence
 - PM 28-12
 - Issue #04-3520 – Modify data element 'a' to read, "Total number of AA&E shipment TDRs completed within 24 hours."
 - HQDA Concur
 - Issue #04-3554 – Delete PM
 - HQDA Non-Concur



Service 29. Food Services

- Topics for Discussion

VTC Concurrence

- All issues have been either resolved or are OBE as the existing performance measures for Service 29 will be replaced by the following:
 - Installation consolidated appropriated (MPA) funded account status.
 - Installation consolidated surplus inventory in dining facilities.
 - Dining facility utilization rate.

HQDA POC states Army Regulation 30-22, paragraph 3-8, Utilization Review states the standards for PM 29-03 and will remain as they are.



Service 30. Laundry & Dry Cleaning Services

- Topics for Discussion

-Issue #04-3106 – Standards should allow for contracted laundry services that are meeting operational standards specified in contracts. *Submitted by Chris Vercautren (NWRO).*

This can not be changed as it is Army policy. Recommend having correct parameters spelled out in contracts.

-Issue #04-3253, #04-3526 – PM should be rated N/A until an automated data source can be established. *Submitted by Milledge Smith (NERO) and Angel Rodriguez (SERO).*

HQDA POC non-concurs. This PM has been reported for five years.

-Issue #04-3407 – Current regulations do not indicate timelines for dry cleaning. *Submitted by Ron Knowles (IMA HQ).*

AR 210-130 states a 3 day turn-around time.



Service 30. Laundry & Dry Cleaning Services

- Resolved Issues – VTC Concurrence
 - PM 30-01
 - Issue #04-3558 – Delete PM.
 - **HQDA Non-Concur**: PM description to be modified as follows: Average turnaround time for all Organizational items.
 - PM 30-02
 - Issue #04-3254, #04-3320, #04-3559 – Delete PM.
 - **HQDA Concur**



Questions?

*The next VTC will be held today
from 1300 to 1500 (Engineering).*